



NIP-216

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Tooru HORIE et al.

Serial No.: 09/775,575

Filed: February 5, 2001

For: ANSWER SYSTEM FOR TECHNICAL SUPPORT, AND
TECHNICAL SUPPORT METHOD

Group: 2167

Examiner: L. Black

PRELIMINARY AMENDMENT

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

January 27, 2006

Sir:

In response to the Office Action dated July 27, 2005, and preliminary to the examination of the RCE being filed concurrently with this amendment, please consider the following amendments and remarks.

Amendments to the Claims begin on page 2.

Remarks are included following the amendments.